

# YOUR PASSPORT TO HEALTH NEWSLETTER

October—December 2003



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## Keeping Clients Informed

## Your PASSPORT Rights

- ~ You can expect to get the same quality of medical care as people who are not on Medicaid.
- ~ You can choose your own PASSPORT provider.
- ~ You can change your PASSPORT provider up to once per month.
- ~ You can get information about Medicaid and what services are covered when you ask for it.
- ~ You can refuse medications or treatments.
- ~ You can get free interpreter services for your medical appointments. The provider that you see is responsible for providing this service to you.
- ~ You can ask your provider for a copy of your medical records.
- ~ PASSPORT providers will keep your medical records and conversations with you private and confidential.

## Keeping Colds Away

### Children catch an average of six to 10 colds a year...

which results in more than 100 million missed school days each year. How can you help your family stay healthy?

Here are some tips:

1. Always sneeze into a tissue, not into your hands, then throw the tissue away and wash your hands well.

2. How long should you wash hands to get them really clean? As long as it takes to recite the entire ABC's.

3. Don't share bathroom cups. Each person should have his or her own cup to use; you could use paper cups.

4. Cold germs settle on bars of soap, so you might want to use liquid soap for hand washing.



## School Bullying and Tips to Stop It

Bullying is a common experience for many children growing up. About one out of seven school children has been either a bully or a victim. Children who are constantly bullied may become depressed or fearful. They may even lose interest in going to school.

What can a parent do?

You can teach your children how to avoid being bullied and how to defend themselves when bullying does happen. It is also important to teach your children not to be bullies.

What is a bully?

A bully is usually a bigger or older child picking on a smaller or weaker child.



### Did You Know...

...That you need a referral from your PASSPORT provider for most services if you get health care services from a doctor that isn't your PASSPORT provider?

If you don't get a referral Medicaid may not pay. You might be responsible for the bill.

You don't need referrals for family planning, emergencies, and some other services. Always ask your provider.

If you have any questions about the PASSPORT To Health Program or general Medicaid questions call:

Montana Medicaid Help Line at 1-800-362-8312

Bullying is a game to the bully. The bully attempts to win while the other child loses.

Who gets picked on?

Children who are passive, anxious, sensitive, or quiet, and children who are taller or shorter than others, children who wear braces on their teeth, are overweight or have a physical disability. Bullies usually pick on kids who appear weaker.

Teach self-respect

Make positive comments to your child such as "I like the way you picked up your toys without being asked" or "You did a great job getting yourself dressed this morning".

Stress the importance of body language

Teach your children to hold themselves confidently. Relax their body, keep their hands steady and keep frequent eye contact. These tips can help your child seem self-assured, even when they are not.

Encourage friendships

Start early to help your child to develop friendships and build social skills. If your child has problems fitting in, suggest they look for other children who are alone.



PASSPORT To Health  
Medicaid Managed Care

P.O. Box 254  
Helena, MT 59624-0254

## Healthy Snack Tips

Snacking has become a way of life for both adults and children. A recent study reported that over 95 percent of women and children in the USA have at least one snack each day. Snacks can be good for us if we make good choices. Children really benefit from healthy snacks.

- ~ Plan snacks as a part of the day's food plan.
- ~ Let children help pick out fruits, vegetables and cheeses for snacks.
- ~ Offer snacks at regular times, like midmorning and midafternoon. Don't let children nibble constantly during the day.
- ~ Avoid high sugar, fatty and salty snacks, such as candy and soda pop.
- ~ Snacks are a good way to introduce new foods. Make up a game to learn about the new food and let the child help fix it.

### Pyramid Tortilla Recipe

This is an easy-to-make snack.  
For each person you will need:

- 1 8-inch tortilla or (one slice of bread or an English muffin.)
- 2 ounces thin sliced turkey or ham
- 2 Tablespoons shredded cheese
- 1/4 cup shredded lettuce
- 1 Tablespoon raisins
- Low fat mayonnaise, cream cheese, or margarine.

Give each person a tortilla, one slice of bread or an English muffin. Have them spread with mayonnaise, cream cheese or margarine. Then put on the meat, cheese, lettuce and raisins. Enjoy!

## Important Phone Numbers

### Montana Medicaid Help Line

General Medicaid Information  
PASSPORT To Health  
1-800-362-8312

### Mental Health (General Information)

1-888-866-0328

### Social Security

1-800-772-1213

### Children's Health Insurance Plan

1-877-543-7669

## Potty Training Tips



### Have Questions?

- Do you need the phone number for your County Office of Public Assistance?
- Do you need to know who your PASSPORT provider is?
- Do you have general questions about Montana Medicaid?
- Other questions?

Call the Montana Medicaid Help Line at 1-800-362-8312

- Most children are ready for potty training between the ages of two to three years old.
- Talk to your child ahead of time about potty training. Let your child pick the day to start.
- Practice sitting your child on the potty, don't expect results at first.
- To keep your child from locking themselves in the bathroom or closing the door on their fingers put a towel over the top of the bathroom door to keep the door from closing.
- If your child likes to unroll the toilet paper, try squashing the toilet paper roll so the cardboard roll inside is no longer round. This keeps the toilet paper from unrolling too fast.
- Even if your child doesn't go to the potty, be positive, tell them "good for you", or give them a big hug.
- Don't give rewards for each potty use or your child might expect them. Rewards can be as simple as a sticker or a tasty treat.

## Hantavirus

**Q.** What is Hantavirus?

**A.** Hantavirus is a rare but serious and often deadly lung infection.

**Q.** How is Hantavirus spread?

**A.** It all starts with some rodents (mice), like the deer mouse, which carry Hantaviruses.

**Q.** What does the deer mouse look like?

**A.** The deer mouse has big eyes and big ears. Its head and body are normally about 2-3 inches long. You may see a variety of colors from gray to reddish brown. The deer mouse's belly is always white.

**Q.** What are the symptoms of Hantavirus?

**A.** General flu-like fever, headache, painful joints, low back pain and stomach pain.

**Q.** How do you avoid contact with rodents (deer mice)?

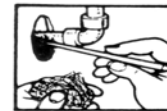
**A.** Prevent rodents from infesting the places where you live and work. Follow safety measures if you do stumble into a rodent infested area.

Use the information to the right for safe clean up tips if you do come in contact with rodents.

**Montana State Health  
Department  
1-406-444-0273**

### The Prevention of Hantavirus Disease

Air out closed buildings 1 hour. Disinfect places rodents have been, then clean up.



Repair screens and holes or cracks in walls.

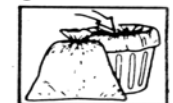


Wear rubber gloves. Trap and disinfect rodents.



Disinfect and clean up rodent nests and droppings.

Put materials in 2 trash bags; throw away, burn or bury.



#### Formula for Disinfectant Solution:

1 and 1/2 cups of chlorine bleach to every gallon of water. Or use household spray disinfectant.

For more information, call your state health department. Or call CDC toll-free at 1-877-232-3322.